



Service Level Agreements

Every ticket gets assigned a priority based on urgency and impact.

Each priority has a different goal for response and plan.

Hours indicated are Business Hours

	High Urgency Critical business processes are stopped	Medium Urgency Business is degraded but there is a reasonable workaround	Low Urgency More of an irritation than a stoppage
High Impact: Whole company is affected	PRIORITY 1	PRIORITY 2	PRIORITY 3
Medium Impact: Departments or Large group is affected	PRIORITY 2	PRIORITY 3	PRIORITY 4
Low Impact: One user or small group is affected	PRIORITY 3	PRIORITY 4	PRIORITY 4

PRIORITY 1 Quickest Response Response: 30mins Plan: 30 mins	PRIORITY 2 Quicker Response Response: 1 hr Plan: 2 hrs	PRIORITY 3 Quick Response Response: 2 hrs Plan: 12 hrs	PRIORITY 4 Normal Response Response: 3 hrs Plan: 24 hrs	PRIORITY 5 Maintenance These tickets are not measured
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Respond: A member of the service team has responded to the ticket contact.

Plan: We have a tech assigned and working on the ticket.

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